

Notice of References Cited	Application/Control No. 09/960,474	Applicant(s)/Patent Under Reexamination CHAKERA, ABBAS	
	Examiner Marie C. Ubiles	Art Unit 2642	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	B	US-5,335,268	08-1994	Kelly et al.	379/112.05
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	M	US-			

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NON-PATENT DOCUMENTS

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	U	Brady, P. (October 1998). Virtual Help Desks Enhance Call Center Service.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.